

How to upload documents

to verify your identity if ID proofing wasn't successful

Before you start



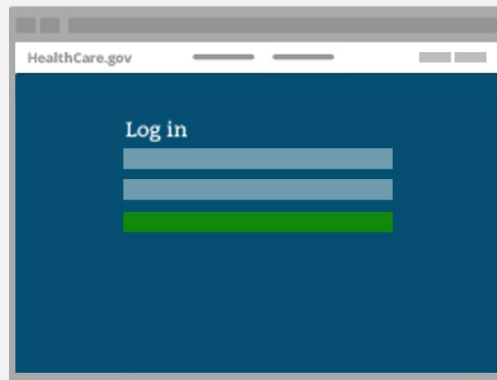
Make sure the documents you're going to upload are located on your computer.



Be sure they follow

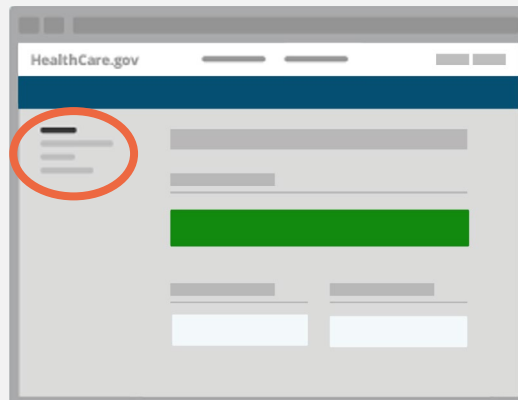
HealthCare.gov

STEP 1



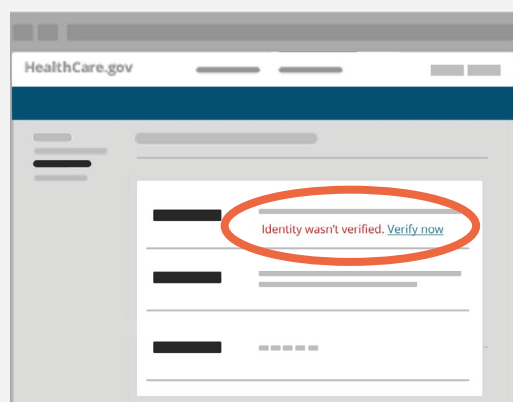
Log into your Marketplace account.

STEP 2



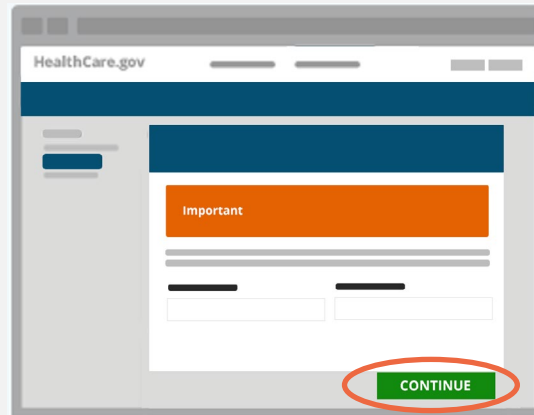
Click **My Profile** from the menu on the left.

STEP 3



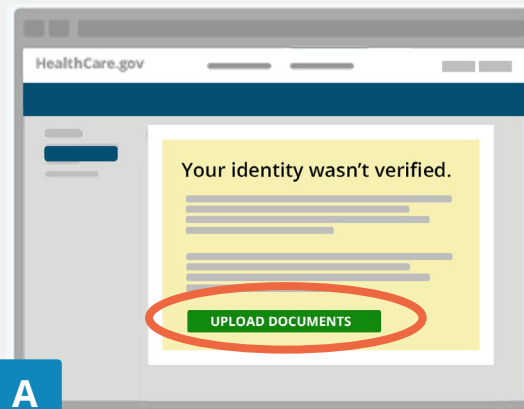
If your identity hasn't been verified, under your name the screen says **Identity Wasn't Verified** in orange. Select **Verify Now**.

STEP 4



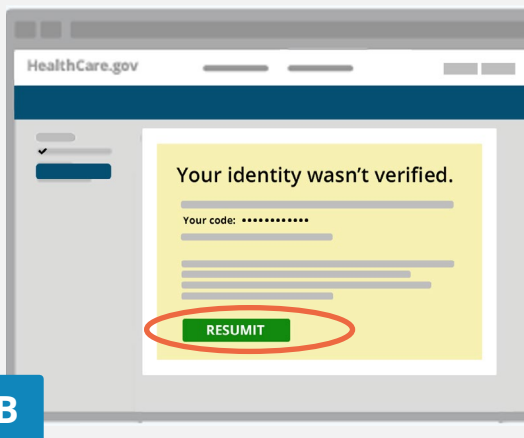
Depending on your situation, you'll need to verify your contact information or identity. If your first attempt at verification is unsuccessful, you can try again. Click **Continue**.

STEP 5



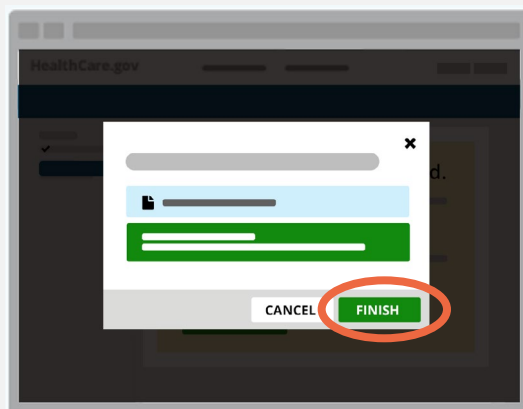
If your second attempt is unsuccessful, you'll need to submit documents:

A. If you're verifying your contact information: Click **Upload Documents**.



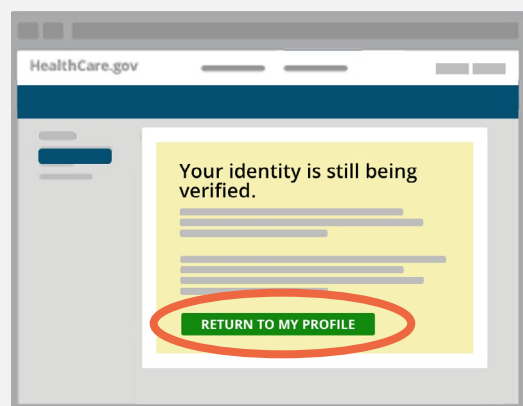
B. If you're verifying your identity: You'll get a reference code to use when calling Experian (1-866-578-5409). If they're unable to verify your identity over the phone, click **Resubmit** to upload documents.

STEP 6



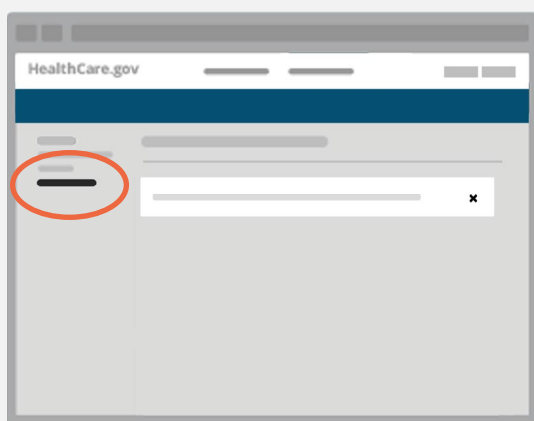
After you select and submit a document saved to your computer, we'll tell you if your upload was successful. Click **Finish**.

STEP 7



You'll see a message stating your identity is being verified. Click **Return to My Profile**.

STEP 8



Your document will be reviewed, and your results will be emailed to you within 7-10 days. You may also get a notice online under **Messages**.

[Learn more about verifying your identity \(PDF\).](#) 